GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1100
ANSWERED ON:08.02.2017
Quality of Food in Trains
Patil Shri Chandrakant Raghunath

Will the Minister of RAILWAYS be pleased to state:

(a) whether bad quality food is served in the Express trains/Rajdhani Express by Private caterers;

(b) if so, the details thereof; and

(c) whether the Government proposes to cancel their contract if they fail to provide good quality food as decided at the time of release of tenders and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (c): Improvement of catering services is an on-going process. In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints. However, about 1869 complaints regarding poor quality of food have been reported on trains during the last year (i.e. 01.01.2016 to 31.12.2016) on which action has been initiated as per extant provisions depending on the gravity of the lapse. Penal action taken on defaulting licensees during this period, inter-alia, includes imposition of fines in 577 cases and warning in 764 cases.
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